

Third-Party Administrators (TPAs) who file and/or respond on behalf of a member company in Online Filing (OLF) will automatically be given **restricted** access in Total Recovery Solution<sup>®</sup> (TRS<sup>®</sup>). There is no need to obtain new TPA Letters of Consent for restricted access. However, if a member company determines a TPA should have **unrestricted** access, a new TPA Letter of Consent with the appropriate box checked is required (In Resources tab, under TPA resources).

There are two kinds of access for a TPA in TRS: restricted and unrestricted.

- 1. What is **restricted** TPA access?
  - The TPA has limited access to the member company.
  - TPA can only view cases the member company has assigned to them.
- 2. What is **unrestricted** TPA access?
  - The TPA has more access to the member company
  - TPA can view *all* of the member company's cases in TRS.

Action	Restricted	Unrestricted
Does a TPA need to be assigned to an existing TRS case by a member company?	Yes	No
Can a TPA begin a new case in TRS on behalf of a member company?	Yes	Yes
Does a TPA need to be assigned to the TRS case to respond on behalf of a member company?	Yes	No
Can a TPA assigned to an E-Subro demand push a demand from E-Subro Hub to arbitration into TRS and handle the case?	Yes	Yes

- 3. How does a filing company assign a case to a TPA?
  - To assign to a TPA, click on the ellipsis to the left of the feature.
  - Select "Assign Case."



	☆ Case Summary: 18			
	Company			
	04513 ALPHA INSURANCE OF FLORIDA			
Add/Edit a Feat	ure			
Add/Edit a Supp	lement			
Assign Case				
Create Case Sup	oport Inquiry			
Occurrence Ove	nview			

## • Select the correct TPA from the "Assign Case To" drop-down box.

Assign Case Administration						
Loss Date: Loss State: Insured Name:		Claim Number: Policy Number: Case ID:	TEST - PL COUNTER - BOTH 1800000DF3-C1			
Current Assignment: ALPHA INSURANCE CO - ALPHA INSURANCE OF FLORIDA (04513-0002)						
Assign Case to: CEI SUBROGATION SERVICES - CEI SUBROGATION SERVICES (04504-0002) PARAGON SUBROGATION SERVICES - PARAGON SUBROGATION SERVICES (70213-0002) PARADOX INSURANCE SERVICES - PARADOX INSURANCE SERVICES OF CALIFORNIA (04515-0002)						

- Select "Assign Case."
- The TPA will be listed on the feature as the Admin.

## Company

i 04513 ALPHA INSURANCE OF FLORIDA Insured: TEDDY ROOSEVELT Admin: CEI SUBROGATION SERVICES

- 4. If the member company wants to remove the TPA, what should they do?
  - To remove to a TPA or change TPAs, click on the ellipsis to the left of the feature.
  - Select "Assign Case."
  - Select either "Assign Case To" or "Send Case Back To."
  - Select "Assign Case."



Assign Case Administr	ation			
Loss Date:	12/1/2017	Claim Number:	TEST - PL COUNTER - BOTH	
Loss State:	Colorado	Policy Number:		
Insured Name:	TEDDY ROOSEVELT	Case ID:	1800000DF3-C1	
Current Assignment: CEI SUBROGATION SERVICES	- CEI SUBROGATION SERVICES (04504-0002)			
O Assign Case to:				
				~
O Send Case back to: ALPHA INSURANCE CO - ALPH	IA INSURANCE OF FLORIDA (04513-0002)			
			Cancel	Assign Case

## 5. What notification is sent when a TPA is assigned?

- Notification Assigned Sent to TPA
- $\circ \quad \text{Notification Unassigned} \text{Sent to member}$